Minutes of the meeting of the Managed Care Committee of the Board of Directors of the Cook County Health and Hospitals System held Thursday, October 18, 2018 at the hour of 10:30 A.M. at 1900 W. Polk Street, in the Second Floor Conference Room, Chicago, Illinois.

### I. Attendance/Call to Order

Chair Thomas called the meeting to order.

Present: Chair Sidney A. Thomas, MSW and Director Emilie N. Junge (2)

Board Chair M. Hill Hammock (ex-officio) and Directors Mary Driscoll, RN, MPH and Ada

Mary Gugenheim

Absent: None (0)

Additional attendees and/or presenters were:

Debra Carey – Deputy Chief Executive Officer, Jeff McCutchan –General Counsel

Operations Deborah Santana – Secretary to the Board

Douglas Elwell – Deputy Chief Executive Officer, John Jay Shannon, MD – Chief Executive Officer

Finance and Strategy Caryn Stancik – Chief Communications and Marketing

James Kiamos – Chief Executive Officer, CountyCare Officer

The next meeting of the Committee will be held on Thursday, December 13, 2018 at 10:30 A.M.

## II. Public Speakers

Chair Thomas asked the Secretary to call upon the registered public speakers.

The Secretary responded that there were none present.

### **III.** Report on CountyCare Health Plan (Attachment #1)

James Kiamos, Chief Executive Officer of CountyCare, provided an overview of the Report on the CountyCare Health Plan. Caryn Stancik, Chief Communications and Marketing Officer, provided an overview of the information on the 2018-2019 Choice Period Marketing Campaign. The Committee reviewed and discussed the information.

The Report included information on the following subjects:

- Current Membership
- Monthly Membership Trend
- Managed Medicaid Market
- 2018 Operations Metrics:
  - Call Center and Encounter Rate
  - Claims Payment
  - Care Management Health Risk Surveys (HRS) and Health Risk Assessments (HRA)
- Plan Analytics:
  - Primary Care Physician (PCP) Visit Leakage Summary: Ambulatory and Community Health Network of Cook County (ACHN)
  - PCP Visits vs. Risk Score for ACHN Clinics
- Open Enrollment
- 2018-2019 Choice Period Marketing Campaign

## III. Report on CountyCare Health Plan (continued)

During the review of the information provided on Slide 9 of the presentation, the Committee discussed the subject of CountyCare members, whose PCP is an ACHN provider, who go to outside PCPs for services. Mr. Kiamos noted that this phenomenon is not unique to ACHN clinics; it is a problem for all medical homes. Mr. Kiamos stated that, to address the problem, the first approach will be a repatriation effort to outreach and communicate with those members, to ask them why they are not getting all of their care within their PCP site. Some members might not be aware and may need to be reminded that the System uses a medical home approach, and then get them engaged with their clinic for a visit. Others may know that they are assigned to a site but prefer to go elsewhere; if that is the case, they will be changed to their preferred site. Taking that approach will increase quality and Healthcare Effectiveness Data and Information Set (HEDIS) measures, and is a better way to deliver care. The other approach that he will implement is to message all of CountyCare's providers to let them know that the Plan will no longer pay for members who are not empaneled to their clinics. That is pretty much on par with the majority of health plans in the market. Director Driscoll inquired whether members can be surveyed to see why they are not exclusively going to their PCP. Mr. Kiamos responded that this could be done in parallel with the other approaches.

Douglas Elwell, Deputy Chief Executive Officer of Finance and Strategy, provided additional comments. He stated that he believes that this is more of a call to action as a provider, rather than it being a plan issue. The System clinics, as providers, are not establishing that personal relationship with the patients, and they need to work on it. On the other hand, if the member already has a personal relationship with another clinic, they need to be assigned over to the other clinic. Debra Carey, Deputy Chief Executive Officer of Operations, commented that clinic staff are actively reaching out to the new patients; however, they are challenged due to inaccurate/outdated contact information for many of the patients.

# IV. Action Items

### A. Minutes of the Managed Care Committee Meeting, August 23, 2018

Director Junge, seconded by Chair Thomas, moved to accept the minutes of the Managed Care Committee Meeting of August 23, 2018. THE MOTION CARRIED UNANIMOUSLY.

### B. Any items listed under Section IV

## V. Adjourn

As the agenda was exhausted, Chair Thomas declared the meeting ADJOURNED.

Respectfully submitted, Managed Care Committee of the Board of Directors of the Cook County Health and Hospitals System

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Attest:
xxxxxxxxxxxxxxxxx
Deborah Santana, Secretary
Besself Santana, Secretary

# Requests/Follow-up:

There were no requests for follow-up at the meeting.